Compliance Resolution Opportunity (CRO) for OSV Structured Technical Assistance Reports

As part of the new streamlined Compliance Resolution Opportunity (CRO) following an Operational Site Visit (OSV), health centers may receive a Correspondence Request task in EHBs. If you receive a Correspondence Request, you have 14 days to submit documentation demonstrating compliance in EHBs. Your health center will only receive a Correspondence Request if there are non-compliance findings.

Find instructions below on how to complete the Correspondence Request task.

Correspondence Request Overview

The Correspondence Request feature in the Electronic Handbooks (EHBs) allows HRSA Reviewers to communicate with a health center's Project Director (PD) or Authorizing Official (AO) through the HRSA EHBs.

The HRSA Reviewer will use this feature to request information on areas of non-compliance identified during an Operational Site Visit (OSV) for Health Center Program award recipients or designated look-alike (LAL) health centers.

After an OSV, the HRSA Reviewer will initiate a Correspondence Request to the health center's PD or AO to address areas of program non-compliance identified in the draft site visit report. The PD or AO can respond to the Correspondence Request in the EHBs to provide details addressing non-compliant element(s). They can also attach documents to support their response.

After receiving a Correspondence Request, the health center has 14 calendar days to submit the required information. In cases of unclear responses, the HRSA Reviewer may send additional Correspondence Requests for the same non-compliant areas for various reasons. In these circumstances, the original 14-calendar day due date applies to additional requests as well.

Prerequisites

The PD or AO, typically the same person who participated in the site visit, will receive an email notification that a Correspondence Request task is in their EHBs queue. You must ensure the person who will receive this task is registered and active within EHBs.

How to Complete the Correspondence Request

This section will show you how to access, complete, and submit the Correspondence Request.

Accessing the Correspondence Request

1. Health center personnel registered with grant privileges in the EHBs will receive the Correspondence Request task.

   From the EHBs homepage, click on the Tasks tab to view all the pending tasks.

		Deadline (Due)	Task Category	Tracking #	Task	Entity	Organization	Options
2.	You will be navigated to the pending tasks list page.		All ▾				All ▾	
		▸ 01/18/2019 11:59 PM (11 Days)	Correspondence Request	ECTA005490-03	Urgent Site Visit Report Request			▸ Start ▾
	Deadline (Due)	This is the due date to submit a response to HRSA.						
	Task Category	Tasks are categorized as "Correspondence Request" for easy classification.						
	Tracking #	Unique identification number to track the request.						
	Task	The task name will be "Urgent Site Visit Report Request".						
	Start	Displays "Start" until first accessed; once accessed, it will change to "Edit".						

		Deadline (Due)	Task Category	Tracking #	Task	Entity	Organization	Options
3.	Find the task "Urgent Site Visit Report Request".		All ▾				All ▾	
		▸ 01/18/2019 11:59 PM (11 Days)	Correspondence Request	ECTA005490-03	Urgent Site Visit Report Request			▸ Start ▾

Completing the Correspondence Response

4.	Click the "Start" link in the pending task to open the "Correspondence Response" page.

Deadline (Due)	Task Category	Tracking #	Task	Entity	Organization	Options
	All				All	
01/18/2019 11:59 PM (11 Days)	Correspondence Request	ECTA005490-03	Urgent Site Visit Report Request			▶ Start ▼

5.	Review the Correspondence Response Header which lists important information about this request and the site visit.

≡ Correspondence Response

▼ ECTA005490-03: ███████████████████████   **Due Date:** 01/18/2019

TA Tracking Number : TA005490   **TA Dates** : 12/18/2018 - 12/19/2018   **TA Site Visit Type** : Operational Site Visit

Project Director Name : ██████████

Due Date	Due date to submit a response to HRSA.
TA Tracking Number	Tracking number for the Technical Assistance (TA) event.
TA Dates	Dates of the TA event.
TA Site Visit Type	Type of TA provided, an Operational Site Visit (OSV).

Project Director Name	Name of the Project Director on the Notice of Award or Notice of Look-Alike Designation.

Resources

In the Resources section, you can find helpful information related to the Correspondence Request that can help support the health center's response.

> ▼ **Resources** ⧉
>
> [External TA Report (Approval Pending)] [Health Center Program Compliance Manual] [Correspondence Request Health Center EHBs Instructions]

External TA Report (Approval Pending)	A read-only web page of the draft site visit report at the time the Correspondence Request was issued.

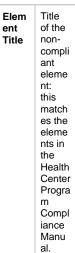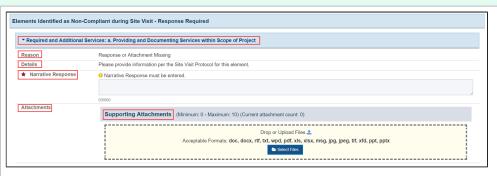| Health Center Program Compliance Manual	Links to the HRSA BPHC website including the Health Center Program Compliance Manual, Site Visit Protocol, and other resources to assist health centers in understanding and demonstrating compliance with program requirements.

Correspondence Request Health Center EHBs Instructions	Link to this wiki page which provides detailed instructions.

<table>
<tr><td colspan="2" style="background:#e0f0e0">Non-Compliant Elements</td></tr>
<tr>
<td>This section lists the non-compliant elements identified by the HRSA Reviewer and is where you provide your response and attachments.</td>
<td>

Elements Identified as Non-Compliant during Site Visit - Response Required

▼ **Required and Additional Services: a. Providing and Documenting Services within Scope of Project**

Reason	Response or Attachment Missing
Details	Please provide information per the Site Visit Protocol for this element.
★ Narrative Response	ⓘ Narrative Response must be entered.

0/5000

| Attachments |

Supporting Attachments (Minimum: 0 - Maximum: 10) (Current attachment count: 0)

Drop or Upload Files ⬆
Acceptable Formats: **doc, docx, rtf, txt, wpd, pdf, xls, xlsx, msg, jpg, jpeg, tif, xfd, ppt, pptx**
📂 Select Files

</td>
</tr>
<tr>
<td>**Element Title**</td>
<td>Title of the non-compliant element: this matches the elements in the Health Center Program Compliance Manual.</td>
</tr>
</table>

Reason	Reason for requesting information: initial requests are always marked as "**Initial Request for Clarifying Information**".
Details	Details provided by the HRSA Reviewer about non-compliant findings for this element.
Narrative Response	Required text field (maximum of 5,000 characters) where you enter a written response to HRSA.
Attachments	Optional section to attach any files to address the non-compliant element(s).
Supporting	

g Attachments	Allows a maximum of 10 files of the following formats: doc, docx, rtf, txt, wpd, pdf, xls, xlsx, msg, jpg, jpeg, tif, xfd, ppt, and pptx. Files can be attached either by "drag and drop" or "search and upload".

Note: If you are using Internet Explorer to drag

attachments into the drag and drop box, make sure to drag the attachment file over the "Select File" box to u

	pl o a d a d o c u m e n t.

6.	Review the Reason and Details for receiving the Correspondence Request.
7.	Provide a narrative response. A narrative response is required for **each** non-compliant element identified by the HRSA Reviewer.

Note: You can find a read-only web page of the draft site visit report at the time the Correspondence Request was issued in the Resources section using the "**External TA Report (Approval Pending)**" link.

8.	Provide supporting attachments (if applicable) for each non-compliant element.
9.	You will receive an error message when you have not completed any required information.

Action Buttons

This last area of the page allows the PD or AO to navigate to the tasks page, save the data, or submit it to HRSA.		

Go Back	Click this button to navigate back to the pending tasks list page.
Save	Click this button to save the content on this page and stay on this page.

Submit to HRSA	Click this button to submit the Correspondence Response to HRSA.	

Submit to HRSA

1.	After completing all the responses to the non-compliant elements click on the "**Submit to HRSA**" button.	
2.	Click "**Confirm**" in the confirmation overlay to submit your response to HRSA.	